

PSC NO: 10 – Electricity
Consolidated Edison Company of New York, Inc.
Initial Effective Date: 12/01/2021

Leaf: 22
Revision: 1
Superseding Revision: 0

GENERAL RULES

3. How to Obtain Service – Continued

3.1 Application - Continued

3.1.1 – Continued

Upon the acceptance by the Company of a Customer's application for service and in each case upon the Customer's compliance with all applicable rules, regulations, terms, and conditions as required for the availability and beginning of service under the Service Classification applied for, the Company will duly supply service as may be required for the building or premises for which service is requested. Unless the applicant specifies a later time, the Company shall provide service within five business days of receipt of a completed application from a residential applicant or within ten calendar days after receipt of a completed application from a non-residential applicant, except as provided in the Public Service Commission's rules. An application or agreement for service or for extension of electric lines or connection thereto shall not be modified or affected by any promise, agreement or representation, orally or in writing, by any agent or employee of the Company, except as expressly provided in this Rate Schedule.

3.1.1(A) Customer Consent to Contact

By accepting electric service from the Company pursuant to the terms of this Rate Schedule, and by providing the Company a wireless telephone number, the Customer hereby expressly consents to receive autodialed and prerecorded/automated calls and texts (collectively, “calls”) closely related to utility service, unless the Customer opts out as described below. Such calls shall include calls that warn/inform the Customer about planned or unplanned service outages; provide updates about service outages or service restoration; request confirmation of service restoration or information about lack of service; provide notification of meter work, or other field work that affects the Customer's utility service; advise the Customer of possible eligibility for subsidized or lower-cost services due to certain qualifiers, such as, e.g., age, low income or disability; or relate to handling, servicing, and billing for the Customer's account. Calls may include contact from companies working on the Company's behalf to service the Customer's account. Message and Data rates may apply. The Customer may stop these types of messages by replying STOP in response to a text message, or by contacting the Company to request removal of their phone number using the following:

- Call Customer Service at 1-800-752-6633
- via email to customerservice@coned.com
- via regular mail to the following address: Con Edison Attn: Customer Service, Cooper Station P.O. Box 138, New York, NY 10276-0138